

Enrollment & Education Sub-Committee Notes

02/16/05

2:00 – 3:30

Everett Public Library

Present: Brett Lawton, Sue Clossen, Kristi Knudsen, Jerry Fireman, Bob Quirk, Anna Pritchard, Barbara McFadden, Deirdre Ridgeway, Chris Imhoff, Pat Armstrong, Diane Kessel, Linda Cummins, and Lisa Zerda

UPDATE ON ENROLLMENT PROCESS & TIMELINE:

Becky informed the sub-committee about the upcoming Medicare Part D information that the Social Security Administration (SSA) will be mailing from May 26 through August. The mailing will be staggered, using the last two digits in a social security number to determine order.

The timeline for mailing material to dual eligibles is scheduled for June with an option to enroll in WMIP at anytime. The timeline for mailing the revised letter and guide with the additions of long-term care and mental health benefits is scheduled for September. To avoid problems because of the Federal mailing, DSHS is considering a number of options.

1. **OPTION ONE - FAST TRACK LETTER:** Send a one-page letter with a WMIP sign-up form to dual eligibles in April, offering them the option of joining WMIP.

The sub-committee discussed the pros and cons of sending the one-page letter and sign-up form in April.

Pros:

1. Get ahead of the Federal government mailing
2. Notify dual eligibles of their option to join WMIP in a more timely fashion (April instead of June)
3. Less material to read and therefore, a better chance of reading it
4. Less confusing to a client if WMIP is not coupled with all the changes regarding Medicare

Cons:

1. Not enough information to make an informed choice
2. Need CMS approval to mail limited information

A number of suggestions were made concerning the draft letter. Sub-committee members suggested adding:

1. If you currently receive long-term care or mental health services, contact your case managers for help in making this decision.

2. Talk to your doctors, nurses, case managers and your counselors about changing to managed care. See if they think being in WMIP is a good idea. Talk to your family and others close to you who help you make good health care choices and see what they think.
3. Include upcoming Medicare events in state material
4. Use consumer groups for review

OPTION TWO – Mail all material in September instead of staggering the dates.

During the discussion, Molina indicated they were applying to become a Special Needs Plan (SNP) which will automatically make them a Medicare Advantage plan. As a Medicare Advantage Plan, Molina would be a Federally approved Prescription Drug Plan (PDP). As a PDP, dual eligibles would receive their pharmacy benefits from Molina while enrolled in WMIP, with no or limited pharmacy changes on January 1, 2006, when Medicare takes over prescription benefits. Medicaid will continue to pay for prescriptions for dual eligibles before January 1, 2006.

Pros for waiting until after SNP approval and sending all material in September:

1. Complete information about drug benefits and a Medicare/Medicaid client's ability to stay in WMIP and continue to receive prescriptions without the need to choose or change to another managed care plan for prescriptions.
2. Clients will not be forced to disenroll in January 2006, unless they want to disenroll.
3. Molina's ability to fully manage the dual eligibles' health care needs, including prescriptions.
4. Molina's ability to coordinate care more effectively because they remain the primary payer.
5. Client material will be complete. Because the additional services for long-term care and mental health are scheduled to be folded into the benefit package starting October 2005, clients would receive all their information at one time.

Con:

1. Information not as timely.
2. Need CMS approval to mail so late in the year

OPTION THREE – Use the existing timeline for mailing enrollment material to dual eligibles.

Pros

1. 21 page enrollment guide and cover letter sent to clients
2. CMS has already approved this timeline
3. Clients get enrollment material and the option to join WMIP in a more timely fashion (June instead of September)

Cons

1. Material competes with Federal mailing
2. Material could be confusing to clients because it is sent during the same time frame as the Federal mailing
3. Workload issues with MAA toll-free line staff (more questions concerning WMIP and Medicare Part D coming in at the same time)
4. Information is not complete - Information still has to be sent to dual eligibles regarding phase-in of long-term care and mental health
5. Information is not complete – Will not be able to inform potential clients of Molina's upcoming Medicare Advantage status and Molina's ability to continue to provide prescriptions

Most subcommittee members felt that Option Two – Mail all material in September was the best choice. Option One – the fast track letter was their second choice and Option Three – using the existing timeline was their third choice.

OPT-IN LETTER AND GUIDE REVIEW FOR DUAL ELIGIBLES:

Sub-committee members had a number of suggestions for the Dual Eligible enrollment guide and letter.

1. In the section, "What if you have Medicare?" Change the 2nd paragraph so it reads, "They will call this new program Prescription Drug Plans (PDPs).
2. In the 2nd paragraph, remove the line "Your PCP and care coordinator will make sure you get the medicine you need, whether or not Medicare or Medicaid pays for it.
3. Rework paragraph 3 so that it does not reference "Secure Horizons."
4. Paragraph 3 last line – Find out if you have other managed care insurance such as a PDP, you have to disenroll from WMIP.

Please send any other comments and revisions to Becky by March 18th.

ADDITION OF LTC AND MH TO GUIDE AND LETTER FOR OPT-OUT GROUP:

Please send comments and revisions to Becky by March 18th.

NEXT STEPS:

Becky will set up the next Enrollment and Education Sub-Committee meeting for March. The sub-committee decided to have the meeting at 12:30 instead of later in the day.